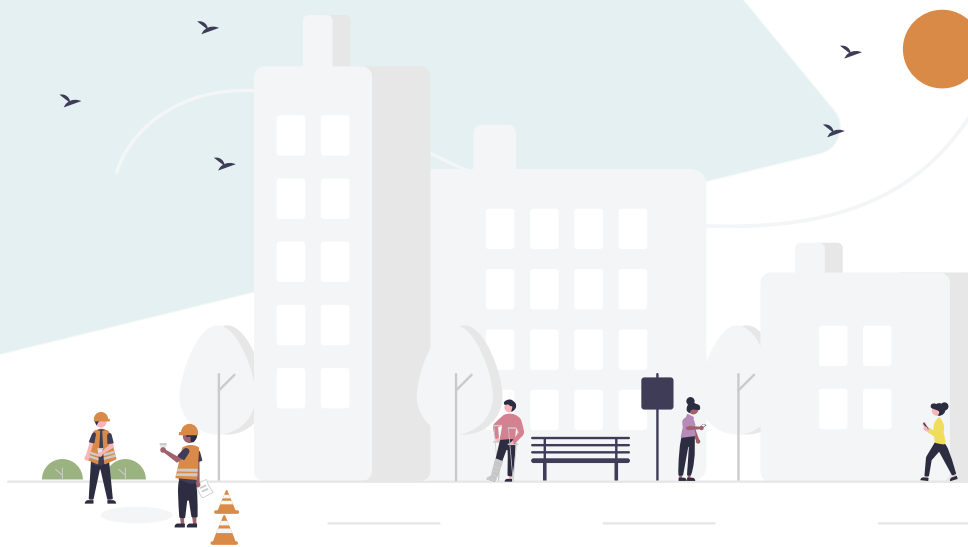


# Information for tenants

A tenant guide  
to mydeposits  
Jersey scheme



Your landlord or agent has protected your deposit with mydeposits Jersey, an approved tenancy deposit protection scheme.

This booklet explains:

- How to access your online account
- What happens when your landlord or agent releases your deposit
- How a lead tenant can start the deposit release process
- The process when a tenant raises a dispute
- How to resolve a dispute through the courts



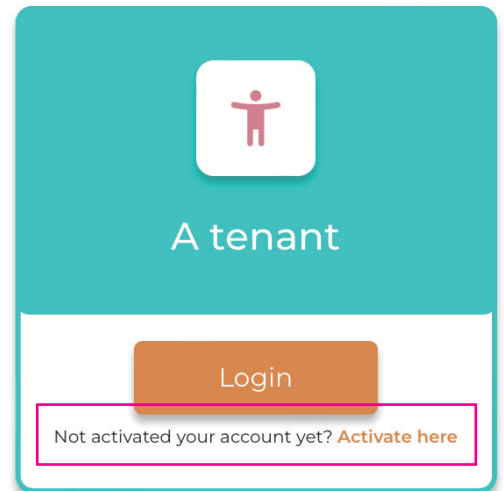
## Logging in to your online account

Your landlord or agent has 30 working days to protect your deposit from the date of receiving it, by lodging the money with mydeposits Jersey, to comply with their legal obligations.

Once they do so, an email will be sent to the lead tenant's registered email address with confirmation of the protection. The email will contain a link asking you to activate your account and will provide you with a username.

You will then be able to log into the account to download the Deposit Protection Certificate (DPC) and update your personal details. You can also add your bank details during this process.

If you have not received your email, you can request a new activation link from this page: [www.mydepositsjersey.je/login/](http://www.mydepositsjersey.je/login/)

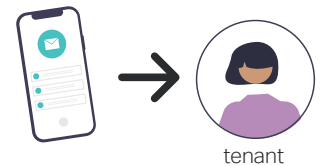


## When your landlord or agent initiates the release of your deposit

An email is sent to you that notifies you that the release of the deposit has been initiated. You have 14 working days to respond.

You would need to log into your account and click **'View release details'** and either accept or dispute the release. Here you can also confirm if the case is going to court.

- **If you accept**, the monies are returned as per the landlord release request within five working days
- **If you would like to raise a dispute**, you must add your proposed release terms and agree to the mydeposits disputes procedure



*You receive email notification of deposit release initiation*

## The lead tenant initiates the release of the deposit

Once you vacate the property, you can log into your account and initiate for the full deposit to be released.

An email is sent to the landlord or agent to confirm the release request and they have 14 working days to respond by either accepting or counter offering the release.

- **If the landlord or agent accepts**, the money is released to the tenant as per the tenants release request
- **If the landlord or agent makes a counteroffer**, an email will be sent to the tenant of the landlord or agents new release terms

The tenant would need to log into their account and click **'View release details'** and either accept or dispute the release. The tenant can also confirm if the case is going to court

- **If they accept**, the monies are returned as per the landlord release request within five working days
- **If they would like to raise a dispute**, the tenant must put their proposed release terms and agree to the mydeposits disputes procedure



*Landlord/agent receives email notification from you for a deposit release request*

## The tenant raises a dispute

A tenant can raise a dispute through their mydeposits Jersey online account by disputing the proposed release terms within 14 working days of their request.

An email is sent to both parties confirming the tenant's intentions to use the mydeposits alternative dispute resolution (ADR) service.

Both parties would have 10 working days to provide any evidence related to the dispute.

Both parties will then have a further five working days to provide any comments relating to the other's evidence. Neither party will be able to submit any further evidence at this point.

All the submitted evidence and the user's final comments are passed to the adjudicator to make a decision within 20 working days.

Once the adjudicator has made a decision, mydeposits will notify both parties of the decision, within five working days.

Either party may apply to us within 10 working days for a review, but, may only do so on the grounds that the adjudicator has erred in fact or in law, or both.

- **No review request:** If no review request is received from either party within the 10 working days, we will release the monies in accordance with the decision within five working days
- **Review request received:** On receipt of a review request we will invite written representation from the other party. The written representation must be returned within three working days of being requested  
On receipt of the written representation, mydeposits will decide whether to accept or reject the application for review
  - **If the review request is accepted:** Where an application is accepted by us, we will refer the adjudication decision for a review. The review adjudicator will make a decision within 10 working days

Once the review adjudicator has made a decision, mydeposits will notify both parties of the decision and send any payment in accordance with that decision within five working days. The decision of the review adjudicator is final.

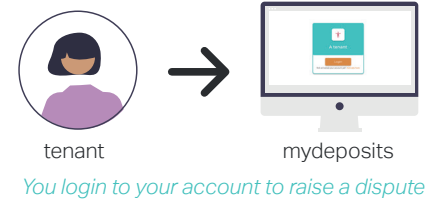
## Resolving a dispute through petty debts court

mydeposits Jersey offer a free dispute resolution service, if you disagree about how much deposit money should be returned at the end of a tenancy, you can also have your case heard by the petty debts court.

The tenant must provide mydeposits with evidence of issued court proceedings within seven working days of the date you raised the dispute.

If evidence of issued court proceedings is not received within the seven working days, the deposit dispute will revert to the mydeposits alternative dispute resolution (ADR) process for resolution.

The member may wish to resolve the dispute through the courts rather than our ADR process. If the landlord or agent expresses their wishes to resolve the matter through the courts, we will inform the tenant of their decision.



mydeposits  
Jersey

Premiere House 1st Floor  
Elstree Way  
Borehamwood  
WD6 1JH

Scheme authorised by



Part of the  
HFIS group



Tenancy Deposits (Jersey) Limited trading as mydeposits Jersey, registered in Jersey States No: 119137.  
Registered Office: PO Box 456, Portman House, Hue Street, St Helier, Jersey JE4 5RP,  
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